NINTENDO WORLD CLASS SERVICE® MEMO

DATE: **October 25, 1999**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.
National Field Service

CC: **Field Service Team (9)**
Parts Department Team (7)
Display Support

Fax **(425) 882-3585**
Phone: **(800) 447-8373**

RE: Game Boy Color (Pokemon); Pokemon Screen Cover Kit; Pokemon Screen Cover & Pokemon Battery Cover

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

As of 10/25, Nintendo added an additional colored housing to the existing Game Boy Color line up. Effectively immediately, our Consumer Service Department will be referring warranty and non-warranty repairs to your service location.

The new color is:

Color	Part number
Two-tone yellow/blue, Pokemon	#41522

This is in addition to the existing colors:

Grape (solid purple)	#39330
Atomic Purple (clear purple)	#39331
Berry (red)	#40234
Dandelion (yellow)	#40233
Kiwi (lime green)	#40231
Teal (teal)	#40232

Due to our limited inventory levels, you may only place a direct to customer order through Nintendo when the consumer brings their unit in for repair. After an order is placed with Nintendo, Nintendo will ship the unit directly to the consumer's business or home address, whichever is more convenient. Nintendo will ship the unit by UPS. Inform the consumer that they can expect their replacement unit in 3 business days. This is assuming we receive the fax promptly after the consumer drops off their unit.
NOA's price (your cost) of the replacement unit is $49.00, which is charged to your parts account at the time of your order. You will receive a $35.00 core credit when Nintendo receives the non-functioning unit. The net cost to you is then $14.00. The suggested price for the out-of-warranty repair is $30.00.* Less shipping and labor, we anticipate your profit to be $11.00 (37%) per transaction (the same as other Game

Boy Colors)**

* While Nintendo may suggest repair pricing, service providers are free to set their own fees.

** Estimates are based on 15 minutes of labor involved in the processing of paperwork and shipping costs of $2.50.

- Parts Update -

ITEM	PART #	COST	CORE CREDIT	NET COST
Kit, Power Swap Color Pokemon CGB	41522	$49.00	$35.00	$14.00

- Schedule 'B' Update -

Nintendo Component	Component Number	Warranty/ Handling Payment	**Warranty Parts Margin	Parts Subsidy Credit
Kit, Power Swap Color Pokemon CGB	41522	$12.50	$3.50	N/A

*** Parts margin is profit for the Authorized Service Center calculated at 25% of the Authorized Servicer net cost of the part (part cost minus core credit)*

41523 Kit, Screen Cover Pokemon CGB

This is the part number for the do-it-yourself screen cover kit that is available for direct sell to consumers. This kit contains the Game Boy Color screen cover with the Pokemon characters printed on it, the removal tool, and the instructions. Additional screen cover kits were announced in the September 17 fax and website bulletin posted to http://service.nintendo.com/.

The cost to you is $2.00 and the MSRP is $3.95*.

40598 Cover, Screen Pokemon CGB

This is the part number for the screen cover for in-house repairs. This screen features Pokemon characters printed on the inside of the screen. Additional screen covers were announced in the September 20 fax and website bulletin posted to http://service.nintendo.com/.

The cost to you is $0.95 and the suggested repair price is $15.00*.

41558 Acc, Battery Cover Pokemon

The cost to you is $0.55 and the suggested sales price is $1.00*.

* While Nintendo may suggest pricing, service providers are free to set their own prices and fees.

NINTENDO WORLD CLASS SERVICE® MEMO

DATE: **November 1, 1999**

TO: **All Service Managers**

FROM: **Curt Ericson**
Field Service Department
NINTENDO OF AMERICA INC.
National Field Service

CC: **Field Service Team**
Parts Department Team
Display Support

Fax **(425) 882-3585**
Phone: **(800) 447-8373**

RE: Game Boy Color Power Swap (all colors, except Pokémon)

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

Effective immediately, you may now place orders for any Game Boy Color unit, excluding the new Pokémon version. The Pokémon version will be made available at a later date to be determined as inventory permits. At this point in time, it looks like Teal is the most popular color, followed closely by Kiwi, Atomic Purple, and Grape.

You may order the following colors for your on-site "Power Swap" inventory:

Color	Part Number
Berry (red)	#40234
Dandelion (yellow)	#40233
Teal (teal)	#40232
Kiwi (lime green)	#40231
Atomic Purple (clear purple)	#39331
Grape (solid purple)	#39330

These items are not required inventory. If you prefer to continue offering direct-to-consumer replacements, please handle these repairs as you have for the past six months. In these cases, continue placing orders through Nintendo when the consumers bring their units in for repair. After an order is placed with Nintendo, Nintendo will ship the unit directly to the consumer's business or home address, whichever is more convenient. Nintendo will ship the unit by UPS. Inform the consumer that they can expect their replacement unit in 3 business days. (This is assuming we receive the fax promptly after the consumer drops off their unit.)

An updated parts/schedule B is on page two of this fax.
NOA's price (your cost) of the replacement unit is $49.00, which is charged to your parts account at the time of your order. You will receive a $35.00 core credit when Nintendo receives the non-

functioning unit. The net cost to you is then $14.00. The suggested price for the out-of-warranty repair is $30.00.* Less shipping and labor, we anticipate your profit to be $11.00 (37%) per transaction**

* While Nintendo may suggest repair pricing, service providers are free to set their own fees.

** Estimates are based on 15 minutes of labor involved in the processing of paperwork and shipping costs of $2.50.

- Parts Update -

ITEM	PART #	COST	CORE CREDIT	NET COST
Kit, Power Swap Color Kiwi CGB	40231	$49.00	$35.00	$14.00
Kit, Power Swap Color Teal CGB	40232	$49.00	$35.00	$14.00
Kit, Power Swap Color Dandelion CGB	40233	$49.00	$35.00	$14.00
Kit, Power Swap Color Berry Red CGB	40234	$49.00	$35.00	$14.00

- Schedule 'B' Update -

Nintendo Component	Component Number	Warranty/ Handling Payment	**Warranty Parts Margin	Parts Subsidy Credit
Kit, Power Swap Color Kiwi CGB	40231	$12.50	$3.50	N/A
Kit, Power Swap Color Teal CGB	40232	$12.50	$3.50	N/A
Kit, Power Swap Color Dandelion CGB	40233	$12.50	$3.50	N/A
Kit, Power Swap Color Berry Red CGB	40234	$12.50	$3.50	N/A

*** Parts margin is profit for the Authorized Service Center calculated at 25% of the Authorized Servicer net cost of the part (part cost minus core credit)*

NINTENDO WORLD CLASS SERVICE® MEMO

DATE: **November 30, 1999**

TO: **All Service Managers**

FROM: **Curt Ericson**
Field Service Department
NINTENDO OF AMERICA INC.
National Field Service

CC: **Field Service Team**
Parts Department Team
Display Support

Fax **(425) 558-7237**
Phone: **(800) 447-8373**

RE: Introduction of the Jungle Green color Nintendo 64 Control Deck and Controller

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

On November 22, 1999, Nintendo of America Inc. released a new Bundle Pak that includes a Jungle Green color Nintendo 64 Control Deck and Jungle Green color Nintendo 64 Controller. Please handle repairs on these items in the same manner that you currently handle the original Nintendo 64. The part numbers and prices are listed below. The core credit is the same as the original Nintendo 64.

- Parts Update for Option 1 Accounts -

When submitting claims for PCB replacements on the Jungle Green color Nintendo 64, please use **41275 as the model number and 35429 as the part number.**

ITEM	PART #	COST	CORE CREDIT	NET COST
N64 PCB (Option 1)	35429	$70.00	$45.00	$25.00
Foot, Control Deck Clear Gray NUS	41250	$0.20		
Slot, Cartridge Clear NUS-USA	41254	$0.35		
Actuator, Power Switch Clr Grn NUS	41276	$0.15		
Actuator, Reset Switch Clr Grn NUS	41277	$0.15		
Cover, Chamber CD Back Green NUS	41278	$0.10		
Cover, Chamber CD Front Green NUS	41279	$0.10		
Cover, Expansion Conn Clr Grn NUS	41280	$0.20		
Cover, Memory Expansion Clr Grn NUS	41281	$0.20		
Hsg, Main Lower CD Clear Green NUS	41283	$2.25		
Hsg, Main Upper CD Clear Green NUS	41284	$2.25		
Panel, 12P Socket Clear Green NUS	41285	$0.20		

Acc, Controller Jungle NUS	41813	$21.50		

- Parts Update for Option 2 Accounts -

When submitting claims for the Jungle Green color Nintendo 64, please use number **41812 as both the model and part number.**

ITEM	PART #	COST	CORE CREDIT	NET COST
Foot, Control Deck Clear Gray NUS	41250	$0.20		
Cover, Expansion Conn Clr Grn NUS	41280	$0.20		
Cover, Memory Expansion Clr Grn NUS	41281	$0.20		
Kit, Power Swap CD Jungle NUS (Option 2)	41812	$85.00	$50.00	$35.00
Acc, Controller Jungle NUS	41813	$21.50		

NINTENDO WORLD CLASS SERVICE® MEMO

DATE: **December 10, 1999**

TO: **All Service Managers**

FROM: **Curt Ericson**
Field Service Department
NINTENDO OF AMERICA INC.
National Field Service

CC: **Field Service Team**
Parts Department Team
Display Support

Fax **(425) 558-7237**
Phone: **(800) 447-8373**

RE: Pokémon Screen Cover Kit; Pokémon Screen Cover & Pokémon Battery Cover

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

The parts listed below are now available to order.

41523 Kit, Screen Cover Pokémon CGB

This is the part number for the do-it-yourself screen cover kit that is available for direct sell to consumers. This kit contains the Game Boy Color screen cover with the Pokémon characters printed on it, the removal tool, and the instructions. Additional screen cover kits were announced in the September 17 fax and website bulletin posted to http://service.nintendo.com/.

The cost to you is $2.00 and the MSRP is $3.95*.

40598 Cover, Screen Pokémon CGB

This is the part number for the screen cover for in-house repairs. This screen features Pokémon characters printed on the inside of the screen. Additional screen covers were announced in the September 20 fax and website bulletin posted to http://service.nintendo.com/.

The cost to you is $0.95 and the suggested repair price is $15.00*.

41558 Acc, Battery Cover Pokémon

The cost to you is $0.55 and the suggested sales price is $1.00*.

* While Nintendo may suggest pricing, service providers are free to set their own prices and fees.

NINTENDO WORLD CLASS SERVICE MEMO

DATE: December 29, 1999

TO: All Service Managers

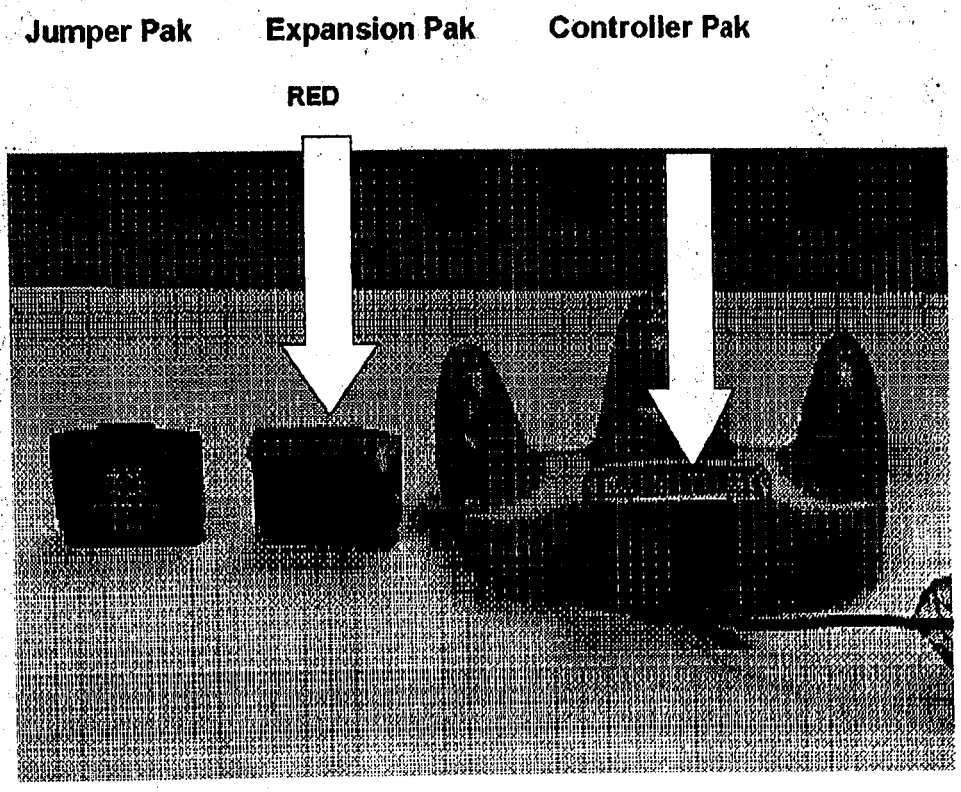
FROM: Michael Hughes
Field Service Administrator
NINTENDO OF AMERICA INC.
National Field Service

Fax: (800) 447-8362
Phone: (800) 447-8373

RE: N64 Memory Expansion Pak & Controller Pak FYI:

As a reminder, when you Power Swap a Nintendo64 system, don't forget to check and see if the Expansion Pak was left inside the Control Deck. The color of the Expansion Pak is red so it's easy to spot once you open the Expansion Cover. The Jumper Pak is standard equipment and does not need to be removed. Also, the Controller Pak can easily be overlooked. A few seconds of your time to look for these accessories, will save our mutual customers a lot of frustration.

If you have questions regarding this, please contact your respective Field Service Administrator at 800-447-8373, between 6:00 a.m. and 5:00 p.m. Monday through Friday (Pacific Time).



NINTENDO FIELD SERVICE MEMO

DATE: **June 12, 2001**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.
National Field Service

CC: **Field Service Team**
Parts Department Team
Display Support Team

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Game Boy® Advance**

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

Effective immediately, you may now place orders for any Game Boy Advance units. These units are Direct to Customer orders **ONLY!** Minor parts such as Battery Covers, Game Link Cables, AC Adapter Sets, AC Adapters, Power Connect Units and Screen Cover Kits are available for retail sale.

Color	Part Number
Arctic (White)	#45269
Fuchsia (Translucent Pink)	#45271
Glacier (Translucent Blue)	#45267
Indigo (Violet)	#45265
Arctic, Battery Cover	#45428
Fuchsia, Battery Cover	#45431
Glacier, Battery Cover	#45429
Indigo, Battery Cover	#45430
Game Link Cable	#45424
AC Adapter Set	#45425
AC Adapter Assemble	#45426
AC Power Connect Unit	#45427
Screen Cover Kit	#45432

In these cases, continue placing orders through Nintendo when the consumers bring their units in for repair. After an order is placed with Nintendo, Nintendo will ship the unit directly to the consumer's business or home address, whichever is more convenient. Nintendo will ship the unit by UPS. Inform the consumer that they can expect their replacement unit in 3 business days. (This is assuming we receive the fax promptly after the consumer drops off their unit.)

NOA's price (your cost) of the replacement unit is $65.00, which is charged to your parts account at the time of your order. You will receive a $35.50 core credit when Nintendo receives the non-functioning unit. The net cost to you is then $29.50. The suggested price for the out-of-warranty repair is $49.00.*
* While Nintendo may suggest repair pricing, service providers are free to set their own fees.

- Parts Update -

ITEM	PART #	COST	CORE CREDIT	NET COST
Kit, Power Swap Advance Arctic AGB	45269	$65.00	$35.50	$29.50
Kit, Power Swap Advance Fuchsia AGB	45271	$65.00	$35.50	$29.50
Kit, Power Swap Advance Glacier AGB	45267	$65.00	$35.50	$29.50
Kit, Power Swap Advance Indigo AGB	45265	$65.00	$35.50	$29.50

- Schedule 'B' Update -

Nintendo Component	Component Number	Warranty/ Handling Payment	** Warranty Parts Margin	Parts Subsidy Credit
Kit, Power Swap Advance Arctic AGB	45269	$12.50	$7.38	N/A
Kit, Power Swap Advance Fuchsia AGB	45271	$12.50	$7.38	N/A
Kit, Power Swap Advance Glacier AGB	45267	$12.50	$7.38	N/A
Kit, Power Swap Advance Indigo AGB	45265	$12.50	$7.38	N/A

*** Parts margin is profit for the Authorized Service Center calculated at 25% of the Authorized Servicer net cost of the part (part cost minus core credit)*

NINTENDO FIELD SERVICE MEMO

DATE: **June 12, 2001**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.
National Field Service

CC: **Field Service Team**
Parts Department Team
Display Support Team

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Game Boy® Advance**

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

Effective immediately, you may now place orders for any Game Boy Advance units. These units are Direct to Customer orders **ONLY!** Minor parts such as Battery Covers, Game Link Cables, AC Adapter Sets, AC Adapters, Power Connect Units and Screen Cover Kits are available for retail sale.

Color	Part Number
Arctic (White)	#45269
Fuchsia (Translucent Pink)	#45271
Glacier (Translucent Blue)	#45267
Indigo (Violet)	#45265
Arctic, Battery Cover	#45428
Fuchsia, Battery Cover	#45431
Glacier, Battery Cover	#45429
Indigo, Battery Cover	#45430
Game Link Cable	#45424
AC Adapter Set	#45425
AC Adapter Assemble	#45426
AC Power Connect Unit	#45427
Screen Cover Kit	#45432

In these cases, continue placing orders through Nintendo when the consumers bring their units in for repair. After an order is placed with Nintendo, Nintendo will ship the unit directly to the consumer's business or home address, whichever is more convenient. Nintendo will ship the unit by UPS. Inform the consumer that they can expect their replacement unit in 3 business days. (This is assuming we receive the fax promptly after the consumer drops off their unit.)

NOA's price (your cost) of the replacement unit is $65.00, which is charged to your parts account at the time of your order. You will receive a $35.50 core credit when Nintendo receives the non-functioning unit. The net cost to you is then $29.50. The suggested price for the out-of-warranty repair is $49.00.*

* While Nintendo may suggest repair pricing, service providers are free to set their own fees.

- Parts Update -

ITEM	PART #	COST	CORE CREDIT	NET COST
Kit, Power Swap Advance Arctic AGB	45269	$65.00	$35.50	$29.50
Kit, Power Swap Advance Fuchsia AGB	45271	$65.00	$35.50	$29.50
Kit, Power Swap Advance Glacier AGB	45267	$65.00	$35.50	$29.50
Kit, Power Swap Advance Indigo AGB	45265	$65.00	$35.50	$29.50

- Schedule 'B' Update -

Nintendo Component	Component Number	Warranty/ Handling Payment	**Warranty Parts Margin	Parts Subsidy Credit
Kit, Power Swap Advance Arctic AGB	45269	$12.50	$7.38	N/A
Kit, Power Swap Advance Fuchsia AGB	45271	$12.50	$7.38	N/A
Kit, Power Swap Advance Glacier AGB	45267	$12.50	$7.38	N/A
Kit, Power Swap Advance Indigo AGB	45265	$12.50	$7.38	N/A

*** Parts margin is profit for the Authorized Service Center calculated at 25% of the Authorized Servicer net cost of the part (part cost minus core credit)*

NINTENDO WORLD CLASS SERVICE MEMO

DATE: **November 21, 2001**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.
National Field Service

CC: **Field Service Team (2)**
Parts Department Team (2)
Display Support

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **GameCube Repair Pricing (Corrected version-see AV Cable)**

Listed below is the pricing breakdown for GameCube. Make sure that when ordering replacement decks that they are shipped **"Direct to Customer"**. If you have any questions, feel free to call me Monday - Friday 7:00AM - 4:00PM (PT)

ITEM	PART #	COST	CORE CREDIT	NET COST
GameCube (Indigo)	46563	$110	$60	$50
GameCube (Jet Black)	46564	$110	$60	$50

*The suggested out of warranty repair price is $74.95**

Controllers: Indigo (PN 46500), Jet Black (PN 46498), Spice (PN 46501)
Your cost: **$22.10**
Suggested out of warranty cost: **$34.95***
AV Cable (PN 35846)
Your cost: **$10.00**
Suggested out of warranty cost: **$15.95***
AC Adapter (PN 46495)
Your cost: **$14.95**
Suggested out of warranty cost: **$19.95***
Memory Card (PN 46502)
Your cost: **$8.67**
Suggested out of warranty cost: **$14.95***

*While Nintendo may suggest repair pricing, service providers are free to set their own fees.

NINTENDO FIELD SERVICE MEMO

DATE: **November 29, 2001**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

CC: **Field Service Team**
Parts Department Team
National Field Service

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Nintendo GameCube Game Disk Titles (Nintendo Only)**

** Please file this information behind the last page of the "procedures" tab in your guidelines manual. **

We want to make you aware that you may see consumers bring in their GameCube game disks without their GameCube systems. We are offering you the opportunity to order "Direct to Customer" (ONLY) replacement game disks.

Here is how the program will work:

- Nintendo's Consumer Service Representatives will refer consumers to your locations in the event they are having difficulties with their game disks. The Consumer Service Rep. will ONLY refer Nintendo game titles.
- Here is a list of all current and future Nintendo titles: Luigi's Mansion (PN#45538), Wave Race-Blue Storm (PN#45534), Eternal Darkness: Sanity's Requiem (PN#45656), NBA Courtside (PN#45532), Pikmin (PN#45536), Super Smash Bros. Melee (PN#45660).
- Once you receive the game disk from the consumer, ask for a receipt if after February 16, 2002 (90 day warranty expires) since there are no serial numbers for game disks. As always, use your judgement when determining manufacturer's defect or not.

Warranty Steps:

1. Ask for receipt (after 2/16/02)
2. Verify (call me at 800-447-8383) that game disk is a Nintendo title
3. Place a "Direct to Customer"(ONLY) order for the game disk
4. Place "Return Authorization" for defective game disk
5. Submit claim for warranty reimbursement (leave ser.# blank)
6. Return defective game disk with Return Authorization number to Nintendo

Non-Warranty Steps (If no receipt after 2/16/02):

1. **Verify (call 800-447-8383) that game disk is a Nintendo title**
2. **Collect $25.00* for out-of-warranty fee from consumer**
3. **Place a "Direct to Customer"(ONLY) order for the game disk**
4. **Place "Return Authorization" for defective game disk**
5. **Return defective game disk with Return Authorization number to Nintendo**

Authorized Service Center Software Replacements

	Non Warranty	Warranty
Service Price	$49.95	$49.95
Core Credit	$34.95	$34.95
Parts Credit	$25.00* (consumer pays)	$00.00
Servicer Parts/Labor	$00.00	$25.00
Servicer Profit	**$10.00**	**$10.00**

* While Nintendo may suggest repair pricing, Service providers are free to set their own fees.

NINTENDO FIELD SERVICE MEMO

DATE: **December 20, 2001**

TO: **All Service Managers**

FROM: **Michael D. Hughes**
Field Service Administrator
NINTENDO OF AMERICA
National Field Service

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Replacement Nintendo GameCube Controllers**

Whenever a customer brings in **only** his/her GameCube Controller for repair or the customer complains that the Controller buttons are not functioning properly, we have a separate controller part number that you should use. Each Controller has it's own part number that varies from the ones used for store stock. We will send these Controllers "Direct to Customer" (DTC) or directly to your store location, whichever the customer chooses. Continue to use the prior Controller part numbers when the consumer brings in their entire system for evaluation/repair. Keep in mind, these part numbers (below) are for consumers who walk-in with **only** a defective GameCube Controller(s). This is a repair situation only.
Part #:
47103 (Indigo)
47104 (Clear/Indigo) this has an Indigo top and clear bottom.
47105 (Jet Black)
47106 (Spice-Orange)
These will not be available for store stock prior to Christmas, however, they can be a DTC item.

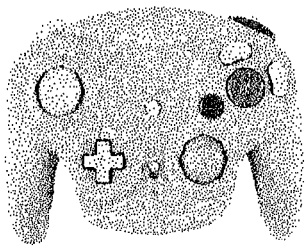
Your cost: **$23.00**
Suggested out of warranty cost: **$34.95***

*While Nintendo may suggest repair pricing, service providers are free to set their own fees.

Fax all orders to: **(800) 447-8362**. If you have any questions, feel free to call me at: (800) 447-8373 Monday through Friday 7:00AM - 4:00PM (PT).

NINTENDO FIELD SERVICE MEMO

DATE: **June 20, 2002**
TO: **All Service Managers**



FROM: **Michael D. Hughes**
Field Service Administrator
NINTENDO OF AMERICA
National Field Service
Fax (425) 558-7132
Phone: (800) 447-8373

RE: **Replacement Nintendo GameCube WAVEBIRD Controllers, Receivers & Battery Covers**

Controller Part #: 47967
Your cost: **$23.00**
Suggested out of warranty cost: **$34.95**
Warranty (90 day) Claim Reimbursement: **$28.75** (cost of the part + 25%)

Receiver Part #: 47969
Your Cost: **$10.53**
Suggested out of warranty cost: **$15.95**
Warranty (90 day) Claim Reimbursement: **$13.16** (cost of the part + 25%)

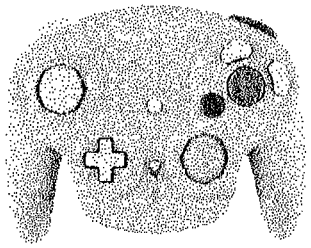
Battery Cover Part #: 47690
Your cost: **$.50**
Suggested out of warranty cost: **$1.00**
Warranty (90 day) Claim Reimbursement: **$.63** (cost of the part + 25%)

Fax all orders to: **(800) 447-8362**. If you have any questions, feel free to call me at: (800) 447-8373 Monday through Friday 7:00AM - 4:00PM (PT).

*While Nintendo may suggest repair pricing, service providers are free to set their own fees.

NINTENDO FIELD SERVICE MEMO

DATE: **July 29, 2002**
TO: **All Service Managers**



FROM: **Michael D. Hughes**
Field Service Administrator
NINTENDO OF AMERICA
National Field Service
Fax (425) 558-7132
Phone: (800) 447-8373

RE: ***WaveBird Controller Set (Controller #47968 & Receiver #47969)***

Controller Set Part #: 47967
****Suggested out of warranty cost: $34.95***

When a Consumer is experiencing difficulties with his/her WaveBird Controller, make sure that they bring in both the Controller and Receiver for inspection. Our Consumer Service Dept. will inform the callers that they need to bring in both components to you.

You may stock this Controller Set for retail sale and use as a test component. It is packaged in a clam shell (as sold in stores) that you may hang from a peg board display.

Fax all orders to: **(800) 447-8362**. If you have any questions, feel free to call me at: (800) 447-8373 Monday through Friday 7:00AM - 4:00PM (PT).

*While Nintendo may suggest repair pricing, service providers are free to set their own fees.

NINTENDO WORLD CLASS SERVICE7 MEMO

DATE: **October 21, 2002**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.
National Field Service

CC: **Field Service Team (2)**
Parts Department Team (2)
Display Support

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **GameCube Stock**

Just a quick reminder that you are now able to order GameCubes for stock. It is not mandatory and you may continue to order Direct to Customer if you wish.

SILVER CONTROLLER - 49725

ITEM	PART #	COST	CORE CREDIT	NET COST
GameCube (Indigo)	46563	$110	$60	$50
GameCube (Jet Black)	46564	$110	$60	$50

SILVER 49725 $110 $60 50

NINTENDO FIELD SERVICE MEMO

DATE: **April 9, 2003**

TO: **All Service Managers**

FROM: **Michael D. Hughes**
Field Service Administrator
NINTENDO OF AMERICA INC
National Field Service

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: Game Boy® Color & Game Boy® Advance Limited Edition Replacements

You may now accept Platinum (silver) Game Boy Advance systems for exchange (**Part # 50255**). Treat these exchanges as you would the Arctic, Fuchsia, Glacier and Indigo Game Boy Advance systems.

In addition, you may offer to exchange any consumer's Limited Edition product hardware for an alternate color (same model) provided that the consumer is willing to accept that exchange. Should the consumer wish for their original Limited Edition color, please call Nintendo's Field Service Department (800-447-8373) in order to set up an in-house repair for the consumer while they're in your store*. Once you've dialed this number, you will be prompted to ***"press one if you wish to speak to Consumer Service to set up a Return Authorization on behalf of your customer."***

By assisting the customer in this way, you demonstrate your outstanding customer service.

Fax all orders to: **(800) 447-8362**. If you have any questions, feel free to call me at: (800) 447-8373 (*"press two to speak with Michael Hughes"*) Monday through Friday 7:00AM - 4:00PM (PT).

***Please disregard information concerning this procedure published in the "Spring" issue of Nintendo's Network Newsletter**

NINTENDO FIELD SERVICE MEMO

DATE: **May 6, 2003**

TO: **All Service Managers**

FROM: **Michael D. Hughes**
Field Service Administrator
NINTENDO OF AMERICA
National Field Service
Phone: (800) 447-8373

RE: **Orders of $10.00 or less**

Any order(s) that does not exceed $10.00, i.e., Battery Cover (.55), will be shipped U.S. Mail (Nintendo pays). All orders exceeding $10.00 will ship UPSBLUE (Nintendo pays). Please adjust your turnaround time accordingly so the consumer is aware how long it will be before the part(s) is due.

Fax all orders to: (800) 447-8362. If you have any questions, feel free to call me at: (800) 447-8373 Monday through Friday 7:00AM - 4:00PM (PT).

NINTENDO FIELD SERVICE MEMO

DATE: **May 12, 2003**

TO: **All Service Managers**

FROM: **Michael D. Hughes**
Field Service Administrator
NINTENDO OF AMERICA
National Field Service

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Pricing of Game Boy Advance SP Accessories**

- **AGS AC Adapter (Part #51066): Your cost is $10.49 (suggested: $15.00*)**
- **AGS Headphone Adapter (Part #51067): Your cost is $2.75 (suggested: $4.25*)**

Fax orders to: (800) 447-8362. If you have any questions, feel free to call me: (800) 447-8373 Monday through Friday 7:00AM - 4:00PM (PT).

*These prices are only suggested and you are free to determine on your own what price to charge

NINTENDO FIELD SERVICE MEMO

DATE: **June 10, 2003**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.
National Field Service

CC: **Field Service Team**
Parts Department Team
Display Support Team

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Game Boy® Advance SP**

Effective immediately, you may now place orders for Game Boy Advance SP units (both for "direct to customer" shipments or for stock) **Any System with physical damage is NOW (effective date June 1, 2003) non-warranty (see suggested out of warranty price).**

Color	Part Number
Platinum (Silver)	#51063
Cobalt (Metallic Blue)	#51062

Continue placing orders through Nintendo when the consumers bring their units in for repair. After an order is placed with Nintendo, Nintendo will ship the unit directly to the consumer's business or home address, whichever is more convenient. Nintendo will ship the unit via UPS. Inform the consumer that they can expect their replacement unit in 3 business days. (This is assuming we receive the fax promptly after the consumer drops off their unit.)

NOA's price (your cost) of the replacement unit is $75.00, which is charged to your parts account at the time of your order. You will receive a $40.00 core credit when Nintendo receives the non-functioning unit. The net cost to you is then $35.00. **The suggested price for the out-of-warranty repair is $55.00.***
* While Nintendo may suggest repair pricing, service providers are free to set their own fees.

- Parts Update -

ITEM	PART #	COST	CORE CREDIT	NET COST
Kit, Power Swap Advance Platinum SP	51063	$75.00	$40.00	$35.00
Kit, Power Swap Advance Cobalt SP	51062	$75.00	$40.00	$35.00

- Schedule 'B' Update -

Nintendo Component	Component Number	Warranty/ Handling Payment	Warranty Parts Margin
Kit, Power Swap Advance Platinum AGS	51063	$12.50	$7.50
Kit, Power Swap Advance Cobalt AGS	51062	$12.50	$7.50

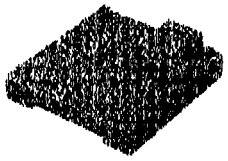
NINTENDO NATIONAL FIELD SERVICE MEMO

DATE: **July 3, 2003**

TO: **All Service Managers and Warranty Claims Administrators**

FROM: **Lynnette Anderson**
Field Service Administrator
NINTENDO OF AMERICA INC.
National Field Service Dept.
Fax: (425) 882-3585/Phone: (800) 447-8373

CC: **Field Service Team**
Parts Department Team
Display Support



RE: **Game Boy® Player Accessory with Start-Up Disc**

Effective immediately, you may place Direct to Customer (DTC) orders for the Game Boy Player accessory set which was launched June 23, 2003. The set includes a Game Boy Player and start up disc. Your customer can expect to receive their replacement accessory set within 3 business days from the date we receive your order. Below are your handling procedures. On Page 2, you will find your parts costs and compensation information.

GAME BOY PLAYER WITH START UP DISC ACCESSORY SET (Part No. 51634):
Replace both the Game Boy Player AND the disc if the player needs replacing.

Non-Warranty: If the Game Boy Player accessory set is more than 90 days old from the date of purchase or is damaged, the suggested replacement cost is $49.99*.

Warranty:
- Attach a copy of the consumer's proof of purchase to the claim.
- Submit only ONE warranty claim for the Game Boy Player accessory set.
- Use Serial Number DS000000000.
- Use Part No. 51634 for the Model Number and Part Number.

GAME BOY PLAYER START UP DISC ONLY (Part No. 51635):
You may place a disc only DTC order to replace the disc, only if you are not replacing the Game Boy Player.

Non-Warranty: If the start up disc is more than 90 days old, or your customer needs a replacement, the suggested out of warranty cost is $15.00* each.

Warranty Claim:
- Attach a copy of the consumer's proof of purchase to the claim.
- Use Serial Number DS000000000;
- Use Part No. 51635 for the Model Number and Part Number.

- Parts Update -

ITEM	PART #	SERVICER COST	MSRP*
ACC, Game Boy Player Black DOL	51634	$40.00	$49.99
Start Up Disc Set ASSY GB Player	51635	$15.00	$15.00

- Schedule 'B' Update -

Nintendo Component	Component Number	Warranty Claim	Warranty Handling Payment	Warranty Parts Margin
ACC, Game Boy Player Black DOL	51634	$40.00	$7.50	$2.50
Start Up Disc Set ASSY GB Player	51635	$15.00	$7.50	$3.75

** While Nintendo may suggest repair pricing, Service providers are free to set their own fees.*

Parts

NINTENDO OF AMERICA

Memo

To: Nintendo Authorized Repair Centers

From: Michael Hughes

Date: 8/29/2003

Re: Warranty Extension

Service Managers,

Customer loyalty is beneficial to the success of your business and Nintendo's. With this in mind, I would like you to call me if a customer's Nintendo warranty recently expired (within 60 days of expiration and it appears that the defect is not the fault of the consumer) so that I may extend their warranty as a gesture of consumer good will. Remember, warranty and suggested non-warranty rates are the same.

Also, should a customer come to you with product that is missing a serial number but was referred by Nintendo to you, give me a call to authorize warranty coverage provided that they were told by Nintendo that they would be covered. This will rarely occur but we don't want them to have to leave your business and contact Nintendo for a second time. Once again, it's all about customer loyalty and good will.

If you have any questions, feel free to call me (800) 447-8373.

Thank You.

NINTENDO FIELD SERVICE MEMO

DATE: **November 6, 2003**
TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

CC: **Field Service Team**
Parts Department Team
National Field Service

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Nintendo GameCube Game Disk Titles (Nintendo Only)**

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

TWO NEW GAMES: MARIO PARTY 5 & MARIO KART

We want to make you aware that you may see consumers bring in their GameCube game disks without their GameCube systems. We are offering you the opportunity to order "Direct to Customer" (ONLY) replacement game disks.

Here is how the program will work:

- **Nintendo's Consumer Service Representatives will refer consumers to your locations in the event they are having difficulties with their game disks. The Consumer Service Rep. will ONLY refer Nintendo game titles.**
- **Here is a list of all current Nintendo titles: Luigi's Mansion (PN#47065), Wave Race-Blue Storm (PN#47063), Eternal Darkness: Sanity's Requiem (PN#47066), NBA Courtside (PN#47062), Pikmin (PN#47064), Super Smash Bros. Melee (PN#47067), Mario Sunshine (PN#49003), Animal Crossing (PN#49354), Metroid Prime (PN#50024), Starfox Adventure (PN#49355), Mario Party 4 (PN#50023), Legend of Zelda Wind Waker (PN#51074), Zelda Pre-Sell Promotion (PN#50799), Mario Golf (PN#52113), Wario World (#51822), F-Zero GX (PN#52524), Mario Kart (PN#47980), Mario Party 5 (PN#53412).**
- **Once you receive the game disk from the consumer, ask for a receipt if after February 16, 2002 (90 day warranty expires) since there are no serial numbers for game disks. As always, use your judgment when determining manufacturer's defect or not.**

Warranty Steps:

1. **Ask for receipt (after 2/16/02)**
2. **Verify (call me at 800-447-8383) that game disk is a Nintendo title**
3. **Place a "Direct to Customer"(ONLY) order for the game disk**
4. **Place "Return Authorization" for defective game disk**
5. **Submit claim for warranty reimbursement (leave ser.# blank)**
6. **Return defective game disk with Return Authorization number to Nintendo**

Non-Warranty Steps (If no receipt after 2/16/02):

1. **Verify (call 800-447-8383) that game disk is a Nintendo title**
2. **Collect $25.00* for out-of-warranty fee from consumer**
3. **Place a "Direct to Customer"(ONLY) order for the game disk**
4. **Place "Return Authorization" for defective game disk**
5. **Return defective game disk with Return Authorization number to Nintendo**

Authorized Service Center Software Replacements

	Non Warranty	Warranty
Service Price	$49.95	$49.95
Core Credit	$34.95	$34.95
Parts Credit	$25.00* (consumer pays)	$00.00
Servicer Parts/Labor	$00.00	$25.00
Servicer Profit	**$10.00**	**$10.00**

* While Nintendo may suggest repair pricing, Service providers are free to set their own fees.

NINTENDO WORLD CLASS SERVICE MEMO

DATE: **November 18, 2003**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax (425) 558-7132
Phone: (800) 447-8373

RE: **Game Boy® Color (Atomic Purple), Part # 39331**

This particular color (Atomic Purple) is no longer available. If you receive an Atomic Purple Game Boy Color, offer the customer one of the following colors as a replacement (both in and out of warranty):

Kiwi, Part # 40231
Berry, Part # 40234
Dandelion, Part # 40233
Teal, Part # 40232
Grape, Part # 39330

Please refer to your Game Boy Color Quick Reference Chart. As always, please call (800) 255-3788 to verify warranty status.

Best Regards

NINTENDO WORLD CLASS SERVICE MEMO

DATE: **December 4, 2003**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax (425) 558-7132
Phone: (800) 447-8373

RE: **When Calling Field Service Dept.**

Please be sure to dial 1-800-447-8373 when trying to reach the Field Service Department. Once connected, you'll have three options: press "2" to reach me or "3" to speak with Lynnette Anderson. Do not press "1" unless you intend to speak with a Consumer Service Representative in order to set up an in-house repair on behalf of your customer. If you have this number and the extension "1" in your speed dial, please change it to "2".

Best Regards

NINTENDO WORLD CLASS SERVICE® MEMO

DATE: **December 5, 2003**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Nintendo GameCube™ Price Reduction**

Effective December 8, 2003, Nintendo will be reducing the cost of the GameCube to $70.00. Here's how it breaks down:

The former price structure was :
Your cost : $110.00
Core Credit: $60.00
Net Cost: $50.00

The new price structure is:
Your cost: $70.00
Core Credit: $25.00
Net cost: $45.00

We will reimburse you your net cost ($45.00) plus labor/handling ($17.50) and parts margin ($8.75) for a total of $76.25.

When you take the total warranty reimbursement of $76.25 minus your net cost of $45.00 your profit is now $31.25 as opposed to the former reimbursement of $26.25. That means you're now making $5.00 more per warranty repair than you were previously.

In order to price protect you, we will set up an Return Authorization for 30 days (January 7, 2003) for you to return all existing GameCube core credit items. Should you not get all your core credit items in by this deadline, please contact me so that we can make arrangements to extend this deadline.

Should you have store stock on hand that was purchased prior to December 8, 2003 we will reimburse you at full credit value ($110.00). These store stock units must be returned prior to January 7, 2004.

The suggested out-of-warranty repair price is $69.95*.
*While Nintendo may suggest the out-of-warranty price, you are free to determine on your own what price you may charge.

NINTENDO FIELD SERVICE MEMO

DATE: **January 19, 2004**
TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

CC: **Field Service Team**
Parts Department Team
National Field Service

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Nintendo GameCube Game Disk Titles (Nintendo Only)**

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

TWO NEW GAMES: Zelda Collector's Edition & Pokémon Channel

We want to make you aware that you may see consumers bring in their GameCube game disks without their GameCube systems. We are offering you the opportunity to order "Direct to Customer" (ONLY) replacement game disks.

Here is how the program will work:

- **Nintendo's Consumer Service Representatives will refer consumers to your locations in the event they are having difficulties with their game disks. The Consumer Service Rep. will ONLY refer Nintendo game titles.**
- **Here is a list of all current Nintendo titles: Luigi's Mansion (PN#47065), Wave Race-Blue Storm (PN#47063), Eternal Darkness: Sanity's Requiem (PN#47066), NBA Courtside (PN#47062), Pikmin (PN#47064), Super Smash Bros. Melee (PN#47067), Mario Sunshine (PN#49003), Animal Crossing (PN#49354), Metroid Prime (PN#50024), Starfox Adventure (PN#49355), Mario Party 4 (PN#50023), Legend of Zelda Wind Waker (PN#51074), Zelda Pre-Sell Promotion (PN#50799), Zelda Collector's Edition (PN53511), Mario Golf (PN#52113), Wario World (#51822), F-Zero GX (PN#52524), Mario Kart (PN#53474), Mario Party 5 (PN#53473), Pokémon Channel (PN#53582).**
- **Once you receive the game disk from the consumer, ask for a receipt (90 day warranty expires) since there are no serial numbers for game disks. As always, use your judgment when determining manufacturer's defect or not.**

Warranty Steps:

1. **Ask for receipt (after 2/16/02)**
2. **Verify (call me at 800-447-8383) that game disk is a Nintendo title**
3. **Place a "Direct to Customer"(ONLY) order for the game disk**
4. **Place "Return Authorization" for defective game disk**
5. **Submit claim for warranty reimbursement (leave ser.# blank)**
6. **Return defective game disk with Return Authorization number to Nintendo**

Non-Warranty Steps (If no receipt after 2/16/02):

1. **Verify (call 800-447-8383) that game disk is a Nintendo title**
2. **Collect $25.00* for out-of-warranty fee from consumer**
3. **Place a "Direct to Customer"(ONLY) order for the game disk**
4. **Place "Return Authorization" for defective game disk**
5. **Return defective game disk with Return Authorization number to Nintendo**

Authorized Service Center Software Replacements

	Non Warranty	Warranty
Service Price	$49.95	$49.95
Core Credit	$34.95	$34.95
Parts Credit	$25.00* (consumer pays)	$00.00
Servicer Parts/Labor	$00.00	$25.00
Servicer Profit	**$10.00**	**$10.00**

* While Nintendo may suggest repair pricing, Service providers are free to set their own fees.

NINTENDO FIELD SERVICE MEMO

DATE: **January 23, 2004**
TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

CC: **Field Service Team**
Parts Department Team
National Field Service

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Nintendo GameCube Game Disk Titles (Nintendo Only)**

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

Updated Part Numbers-Please Replace Prior Fax With This Version

We want to make you aware that you may see consumers bring in their GameCube game disks without their GameCube systems. We are offering you the opportunity to order "Direct to Customer" (ONLY) replacement game disks.

Here is how the program will work:

- **Nintendo's Consumer Service Representatives will refer consumers to your locations in the event they are having difficulties with their game disks. The Consumer Service Rep. will ONLY refer Nintendo game titles.**
- **Here is a list of all current Nintendo titles: Luigi's Mansion (PN#47065), Wave Race-Blue Storm (PN#47063), Eternal Darkness: Sanity's Requiem (PN#47066), NBA Courtside (PN#47062), Pikmin (PN#47064), Super Smash Bros. Melee (PN#47067), Mario Sunshine (PN#49003), Animal Crossing (PN#49354), Metroid Prime (PN#50024), Starfox Adventure (PN#49355), Mario Party 4 (PN#50023), Legend of Zelda Wind Waker (PN#51074), Zelda Pre-Sell Promotion (PN#50799), Zelda Collector's Edition (PN53511), Mario Golf (PN#52113), Wario World (#51822), F-Zero GX (PN#52524), Pokémon Channel (PN#53582)**
  Mario Kart (PN#53473), Mario Kart Pre-Sell Demo Disc(PN#53474), Mario Party 5 (PN#53412).
- **Once you receive the game disk from the consumer, ask for a receipt (90 day warranty expires) since there are no serial numbers for game disks. As always, use your judgment when determining manufacturer's defect or not.**

Warranty Steps:

1. **Ask for receipt (after 2/16/02)**
2. **Verify (call me at 800-447-8383) that game disk is a Nintendo title**
3. **Place a "Direct to Customer"(ONLY) order for the game disk**
4. **Place "Return Authorization" for defective game disk**
5. **Submit claim for warranty reimbursement (leave ser.# blank)**
6. **Return defective game disk with Return Authorization number to Nintendo**

Non-Warranty Steps (If no receipt after 2/16/02):

1. **Verify (call 800-447-8383) that game disk is a Nintendo title**
2. **Collect $25.00* for out-of-warranty fee from consumer**
3. **Place a "Direct to Customer"(ONLY) order for the game disk**
4. **Place "Return Authorization" for defective game disk**
5. **Return defective game disk with Return Authorization number to Nintendo**

Authorized Service Center Software Replacements

	Non Warranty	Warranty
Service Price	$49.95	$49.95
Core Credit	$34.95	$34.95
Parts Credit	$25.00* (consumer pays)	$00.00
Servicer Parts/Labor	$00.00	$25.00
Servicer Profit	**$10.00**	**$10.00**

* While Nintendo may suggest repair pricing, Service providers are free to set their own fees.

NINTENDO FIELD SERVICE MEMO

DATE: **March 31, 2004**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Game Boy Advance SP**

Beginning April 1st, the Game Boy Advance SP has reached its one year release date. Therefore, any missing serial number or if the AGS is not registered, a receipt is required on only two of the four colors. The receipts are required for "Cobalt"-purple (PN 51062) & "Platinum"-silver (PN 51063). The "Flame"-red and "Onyx"-black colors are good until Sept. 1st. at which time a receipt will then be required if the serial number is missing or not registered.

If you have any questions, feel free to call me.

Best Regards

NINTENDO FIELD SERVICE MEMO

DATE: **April 27, 2004**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax (425) 558-7132
Phone: (800) 447-8373

RE: **The following Game Boy®Color are no longer available**

40233 KIT, POWER SWAP COLOR DANDELION (YELLOW) CGB
44512 KIT, POWER SWAP COLOR POKEMON (GOLD/SILVER) CGB
40234 KIT, POWER SWAP COLOR BERRY (RED) CGB

If you have any in stock, please arrange for a full credit return authorization by May 28, 2004.

Best Regards

NINTENDO FIELD SERVICE MEMO

DATE: **May 3, 2004**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Physically Damaged Game® Boy Advance SP**

When you receive a physically damaged Game Boy Advance SP system that is still in warranty, please call me. I want to make sure that we don't lose customers should you determine (based on the physical condition) that the warranty is void. Also, should you receive any Nintendo system whose warranty has recently expired, please call me so that I may extend the warranty. We're looking to cover those expirations up to 60 days for consumer goodwill.

Best Regards

NINTENDO FIELD SERVICE MEMO

DATE: **May 6, 2004**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax (425) 558-7132
Phone: (800) 447-8373

RE: **FOLLOW-UP: Physically Damaged Game® Boy Advance SP**

When you receive a physically damaged Game Boy Advance SP system that is still in warranty, please call me. I want to make sure that we don't lose customers should you determine (based on the physical condition) that the warranty is void. Also, should you receive any Nintendo system whose warranty has recently expired, please call me so that I may extend the warranty. We're looking to cover those expirations up to 60 days for consumer goodwill.

Continue to treat physically damaged units as non-warranty. However, should the customer refuse to pay for the exchange and is willing to walk out of your store, offer to call me to see if Nintendo will make an exception. Typically, the customer will return home, call Nintendo and arrange for a warranty in-house (Nintendo) repair and you lose the sale, this is what I want to avoid. So, if they're willing to pay, then you don't need to make an exception and call me. Only when you're going to lose the sale should you call me and I'll cover it. I hope this makes things clearer.

Best Regards

NINTENDO FIELD SERVICE MEMO

DATE: **June 23, 2004**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax (425) 558-7132
Phone: (800) 447-8373

RE: **Game Boy® Advance SP Battery & Battery Cover**

Whenever a customer requests a new battery, cover or both and is in warranty, do not replace these parts. Game Boy Advance SP's are whole unit exchanges under warranty, you cannot submit a warranty claim for these parts. If, however, the customer's Game Boy Advance SP is out of warranty, order the part(s) for them charging them for each part.* I recommend that you perform the repair for them rather than they take the parts home and attempt a repair. For part numbers and pricing, please contact the Parts Dept. (800) 531-4048.

* THE AUTHORIZED SERVICER IS FREE TO DETERMINE ON ITS OWN THE PRICES IT WILL CHARGE FOR THE PRODUCTS/COMPONENTS AND ITS REPAIR RATES.

Best Regards

NINTENDO FIELD SERVICE MEMO

DATE: **September 30, 2004**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax (425) 558-7132
Phone: (800) 447-8373

RE: **Game Boy Advance® Wireless Adapter**

Please treat this as a whole accessory exchange. Do not perform a repair on this accessory but order a replacement for your customer and we'll ship it directly to them. Below is the part number, your cost and our reimbursement schedule.

Part # 55880 (Game Boy Advance Wireless Adapter)
Labor = $7.50
Cost = $15.00 + Margin = $3.75 (Total reimbursement = $26.25)

Your cost: $15.00
Suggested out of warranty cost: $19.99*

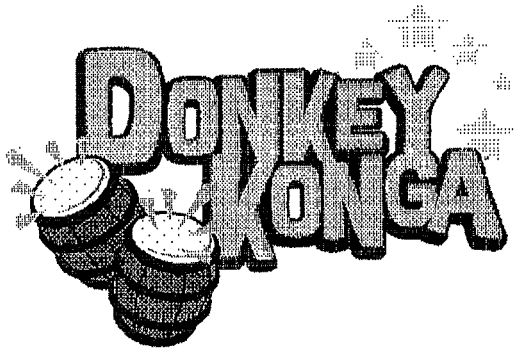
*While Nintendo may suggest repair pricing, service providers are free to set their own fees.

Fax all orders to: **(800) 447-8362**. If you have any questions, feel free to call me (800) 447-8373 Monday through Friday 7:00AM - 4:00PM (PT).

Best Regards

NINTENDO FIELD SERVICE MEMO

DATE: **October 1, 2004**



TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax (425) 558-7132
Phone: (800) 447-8373

RE: Donkey Konga Controllers (Bongo Drums)

Handle these Bongo Controllers just as you would any GameCube Controller. The only difference is the pricing (see below). Do not perform any repairs but simply place an order and we'll ship it directly to the consumer (DTC). You are not required to stock the Bongo Controllers.

Part # 55905 (Bongo Controller)
Labor = $7.50
Cost = $24.00 + Margin = $8.75 (Total reimbursement = $40.25)

Your cost: $24.00
Suggested out of warranty cost: $29.99*

*While Nintendo may suggest repair pricing, service providers are free to set their own fees.

Fax all orders to: **(800) 447-8362**. If you have any questions, feel free to call me (800) 447-8373 Monday through Friday 7:00AM - 4:00PM (PT).

Best Regards

NINTENDO FIELD SERVICE MEMO

DATE: **October 4, 2004**

TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

Fax (425) 558-7132
Phone: (800) 447-8373

RE: 72 (NES), 62 (SNES) Pin Connector & Game Boy Color

This fax is to inform our Authorized Repair Centers that effective immediately, all NES, SNES (Pin Connectors only) and Game Boy Color repairs/exchanges are to be performed in the field by our Servicers and no longer here at Nintendo. Our Consumer Service Department will now refer all NES, SNES and Game Boy Color consumers to you exclusively.

Below are the part numbers and prices. Stocking these parts is optional and I don't anticipate more than one repair per month (mainly the 72 Pin-NES). Also, please let me know if you currently have any 72 or 62 Pin Connectors in stock.

72 (NES) Pin Connector Part # 22. Price: $2.43
62 (SNES) Pin Connector Part # 23084. Price: $2.22
*Suggested repair price for both systems: $39.00
Game Boy Color Part #39331(Grape) & #40231(Kiwi). Price $49.00
*Suggested repair price for Game Boy Color: $30.00 (core value: $35.00)
The Game Boy Color is limited in quantity and colors (Grape & Kiwi)

Please keep in mind that replacing these parts may not resolve customer repair issues ***(It is crucial that this point is made to the customer prior to accepting the repair).***
If this is the case, do not refer them back to Nintendo but to a retailer that specializes in the sale of previously played systems such as Game Stop, Electronics Boutiques or search the internet.

The symptom you need to look for with the NES is if the power light flashes when the game is inserted in the system and the power is on. For the SNES, the main symptom is a blank screen when the game is inserted and power is on. Check the bottom of the SNES unit, if it has "two" rubber feet, you can replace the 62 pin connector. If there are "four" rubber feet, then you cannot and should refer them to the retailers listed above.

Make sure that you determine, based on the symptoms, that this is a viable repair before charging the customer(s) and not resolving their repair issues.

* Although Nintendo may suggest pricing, you are free to determine on your own what price to charge.

NINTENDO FIELD SERVICE MEMO

DATE: **November 8, 2004**
TO: **All Service Managers**

FROM: **Michael Hughes**
Field Service Department
NINTENDO OF AMERICA INC.

CC: **Field Service Team**
Parts Department Team
National Field Service

Fax **(425) 558-7132**
Phone: **(800) 447-8373**

RE: **Nintendo GameCube Game Disk Titles (Nintendo Only)**

**** Please file this information behind the last page of the "procedures" tab in your guidelines manual. ****

Updated Part Numbers-Please Replace Prior Fax With This Version

We want to make you aware that you may see consumers bring in their GameCube game disks without their GameCube systems. We are offering you the opportunity to order "Direct to Customer" (ONLY) replacement game disks.

Here is how the program will work:

- **Nintendo's Consumer Service Representatives will refer consumers to your locations in the event they are having difficulties with their game disks. The Consumer Service Rep. will ONLY refer Nintendo game titles.**
- **Here is a list of all current Nintendo titles: Luigi's Mansion (PN 47065), Wave Race-Blue Storm (PN 47063), Eternal Darkness: Sanity's Requiem (PN 47066), NBA Courtside (PN 47062), Pikmin (PN 47064), Pikmin 2 PN 55801), Super Smash Bros. Melee (PN 47067), Mario Sunshine (PN 49003), Animal Crossing (PN 49354), Metroid Prime (PN 50024), Starfox Adventure (PN 49355), Mario Party 4 (PN 50023), Legend of Zelda Wind Waker (PN 51074), Zelda Pre-Sell Promotion (PN 50799), Zelda Collector's Edition (PN 53511), Legend of Zelda: 4 Swords (PN 54823) Mario Golf (PN 52113), Wario World (PN 51822), F-Zero GX (PN 52524), Pokémon Channel (PN 53582) Mario Kart (PN 53473), Mario Kart Pre-Sell Demo Disc(PN 53474), Mario Party 5 (PN 53412). Pokémon Coliseum (PN 54051), Pokémon Coliseum Pre-Sell Demo Disc (PN 53927), Final Fantasy Crystal Chronicles (PN 53928), Kirby's Air Ride (PN 53147), Custom Robo (PN 54712). Donkey Konga (PN 55906), Donkey Kong Country 2 (PN 56645), Metroid Prime 2 (PN 56644), Mario Power Tennis (PN 56320).**
- **Once you receive the game disk from the consumer, ask for a receipt (90 day warranty) since there are no serial numbers for game disks. As always, use**

your judgment when determining manufacturer's defect or not.

Warranty Steps:

1. **Ask for receipt (after 2/16/02)**
2. **Verify (call me at 800-447-8373) that game disk is a Nintendo title**
3. **Place a "Direct to Customer"(ONLY) order for the game disk**
4. **Place "Return Authorization" for defective game disk**
5. **Submit claim for warranty reimbursement (leave ser.# blank)**
6. **Return defective game disk with Return Authorization number to Nintendo**

Non-Warranty Steps (If no receipt after 2/16/02):

1. **Verify (call 800-447-8373) that game disk is a Nintendo title**
2. **Collect $25.00* for out-of-warranty fee from consumer**
3. **Place a "Direct to Customer"(ONLY) order for the game disk**
4. **Place "Return Authorization" for defective game disk**
5. **Return defective game disk with Return Authorization number to Nintendo**

Authorized Service Center Software Replacements

	Non Warranty	Warranty
Service Price	$49.95	$49.95
Core Credit	$34.95	$34.95
Parts Credit	$25.00* (consumer pays)	$00.00
Servicer Parts/Labor	$00.00	$25.00
Servicer Profit	**$10.00**	**$10.00**

* While Nintendo may suggest repair pricing, Service providers are free to set their own fees.

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Nintendo Authorized Repair Center

Dear Sir or Madam,

Your contract with Nintendo will expire on December 31, 2004. We regret to inform you that Nintendo will not be renewing any Authorized Service Center contracts.

We will be continuing to refer customers to you at this time and part orders will still be available. In the near future we will provide more det... on the process of concluding our business arrangement.

It has been our pleasure to work with all of you over the years and wish all of you the best on your future endeavors.

Sincerely,

Joe Conklin
Field Service Manager
Nintendo of America

Jon Pederson
Sr. Director of Technical Services
Nintendo of America